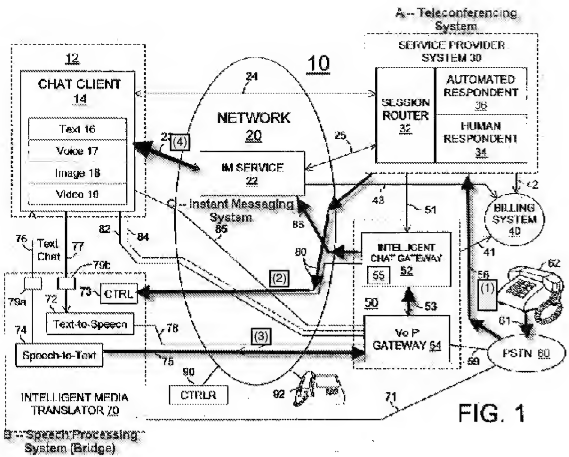
A -- Teleconferencing System
SERVICE PROVIDER SYSTEM 30
12
CHAT CLIENT 14
Text 16
Voice 17
Image 18
Video 19
10
24
NETWORK 20
IM SERVICE 22
SESSION ROUTER 32
AUTOMATED RESPONDENT 36
HUMAN RESPONDENT 34
C -- Instant Messaging System
BILLING SYSTEM 40
INTELLIGENT CHAT GATEWAY 52
55
Text Chat
CTRL
Text-to-Speech
Speech-to-Text
INTELLIGENT MEDIA TRANSLATOR 70
CTRLR
VoIP GATEWAY 54
PSTN 80
B -- Speech Processing System (Bridge)

FIG. 1